

Student Health Insurance Plan

Some of the Eligibility Requirements for SHIP:

- Graduate assistants or associates who are officially hired, with a signed and filed notice of appointment, and taking at least six units of graduate credit
- Graduate students enrolled in a degree or certificate program, taking at least three units or one dissertation/thesis hour. Graduate non-degree students must have applied to a degree program and be taking at least six transferable units for that program, be in a certificate program, or be a full-time student taking at least nine units.
- International students are automatically enrolled.

Enrollment in SHIP

Graduate Assistants can enroll through their Louie account. GAs who fail to enroll in the SHIP but have received their graduate waiver may be unable to pay any fees on their account as the graduate waiver shows up as a credit.

1. Log onto LOUIE
2. Select Self Service
3. Select Student Health Insurance
4. Choose term (Fall 2023)
5. Select Major medical insurance (SHIP) Fall Semester **only** (Effective date 08/16/2023-12/31/2023)

It is very important that students enroll in the semester insurance. The graduate waivers cover one semester at a time.
Please assure students that they will have no gap in coverage between semesters.

Graduate Assistants enrolled in SHIP the previous semester ***should*** be automatically enrolled for the current semester. It is the GA's responsibility to make sure they have been enrolled.

SHIP has very strict deadlines for enrollment. We cannot add or drop students after the enrollment deadlines:

Fall deadline to enroll and pay – 09/11/2023

Spring deadline to enroll and pay- 01/30/2024

COVERAGE

2023-2024 Coverage Period

Fall 2023: 08/16/2023 to 12/31/2023

Spring 2024: 01/01/2024 to 08/15/2024

- SHIP is set-up for college students who may travel outside the state.
- Students can access their insurance card, plan documents and “Find A Provider” at www.uhcsr.com
GAs will need their NAU ID # and their date of birth to access their SHIP Insurance Card after creating their account with UHCSR.
 - Insurance cards are available on the first date coverage begins or 10 business days after their enrollment. If they had SHIP the previous semester, their insurance ID# will remain the same.
- If the GAs are still on a parent’s plan, SHIP will become their primary insurance plan. GAs are allowed to be double insured.
 - Students will “age out” of their parent’s insurance plan when they turn 26 years old.

Facts about SHIP

- Campus Health Services will become the Primary Care Provider (PCP) for students on the Flagstaff Mountain Campus. GAs should always come to Campus Health Services first unless it is an emergency or Campus Health is closed.
 - We are open M, T, Th, F 8:00am-5:00pm and W 9:00am-5:00 pm
 - We have a Provider and a Counselor on-call 24/7
- GAs wishing to see a Provider in Flagstaff MUST come to Campus Health Services first and get a referral. Students will be charged higher/out of network pricing for failing to get a referral
 - Students can see any UHC contracted Provider outside the 25-mile radius of Flagstaff without a referral
- We encourage GAs to contact UHC directly with any specific insurance questions. The CHS Admin office is always available to answer questions from both students and staff. Please contact us at 928-523-6343.

“Supporting a Healthy NAU”



HR Service Team

Graduate Assistants: *Hires, Job Changes,
Terminations*

Hiring GA's through the Service Team

- Onboarding
 - Onboarding Case, new or returning employees
 - New Hire Packet, Form I-9, Background Check, Fingerprints, and Hire ePAR.
 - Documentation:
 - OnBase Acceptance Letter
 - Additional Work Request Form (all signatures should be included and attached at time of submission)
 - Bulk Onboarding available
 - Bulk Spreadsheet Template with 10+ GA's
 - Request through General HR Inquiry, HR will generate all Onboarding Cases
 - Please upload individual PDFs of acceptance letters.
 - Off-Contract Winter Break Student Wage positions
 - Request through Onboarding Case, no Add'l Work Request Form needed.
 - HR will process the Termination ePAR for the end of the Winter Break.

Onboarding

Onboard new, returning, concurrent, or transferring employees

Hire an employee/candidate into a new position, whether new, returning, concurrent, or transferring.

The HR Agent will make the determination of which pre-employment screening activities needed for each hire and could include the following: New Hire Packet initiation, Form I-9 completion, Background Check initiation and clearance, Fingerprinting completion, and Hire ePAR initiation.

Onboarding Case



Bulk Case Article



* Indicates required

Select new hire (Search by Name or Employee ID) ?

If an Employee/Student ID Number exists, enter it below with two leading 0's. If not, skip this field and enter the employee data manually. ✖

* Full Legal Name

Please use Legal Name

New hire's phone number

* Remote Employee

-- None --

* Position Number ?

Position Number is 8 digits; leading zeros must be entered (Ex. 00001234 or 00012345). ✖
To request a new or a change to a Position Number, visit the [Budget Office Position Management Page](#)

* Anticipated Start Date

YYYY-MM-DD

* Position Type

-- None --

* Vacancy

Notes / Comments

Employee ID #

If unknown, leave blank

* New hire's email address

Date of Birth

YYYY-MM-DD



* Out of State Employee

-- None --

* Department

Changes to GA Positions through the Service Team

- **Job Changes**
 - **Change in Pay** – new OnBase Letter accepted by GA with new Pay info and Effective Date
 - **Change in Dates** – new OnBase Letter accepted by GA with new Dates and Pay
 - **Position Number Change** – *no* new OnBase Letter needed
 - *Can also be used for a Title Change* (Ex. from GTA to GRA) – *no* new OnBase Letter needed; confirmation and acceptance of title change via email from supervisor to employee
- **Offboardings**
 - If resigning before contract end date, attach resignation notice of employee confirming last day working/worked
 - GA positions will automatically term at the end of the semester/AY.

FAQs/Reminders

- When will the ePAR execute?
 - *Not until near or after the start date. The [payroll schedule](#) indicates when the ePARs will be approved.*
- When should I submit the onboarding ticket?
 - *As soon as you have a signed offer letter and no later than June 1/November 1 (i.e. 2 weeks before the Graduate College's ePAR deadline).*
- Do I need to get my GA's off-contract work classified through Student Employment?
 - *If you want to pay them more than \$15/hour, yes. Contact StudentEmployment@nau.edu with questions.*

Questions about GA's and HR

After consulting your resources, here's when you should:

- Contact HR
 - Question about onboarding processes (new hire packet, I-9 verification, background check, fingerprinting, etc.)
 - Question about ePAR processing
- Contact Graduate College
 - All other questions about the graduate assistant program

Office of Scholarship and Financial Aid

What every student should do:

- **Complete the 2023-2024 FAFSA (opens every October 1st)**
- **This will create a student budget and make it easier to award the Graduate Waiver and Graduate Insurance Waiver**
- **The student could also be awarded a student loan for the upcoming school year.**

Financial Aid Processing

- All waivers are manually awarded each semester

Graduate College Deadline Dates

June 15 for the upcoming Fall term

- 900+ waiver requests are received before the fall term

November 15th for the Spring term

- 400+ waivers requests received before the spring term

It is important to place the waivers on the students' financial aid award screen before disbursement takes place. Refunding does take place 10 business days before classes do start.

Awarding Process

- **Is there a FAFSA on file? If there is, awarding is pretty easy and quick.**
- **If not:**
 - Activate aid year
 - Build budget
 - Build FA term
- **Input item type, amount, and disbursement codes**
- **Then manually disburse exceptions.**
- **Manual disbursements are done if the student is enrolled in less than full-time. This does take place the morning of refunding.**
- **We also have to make sure all awards are awarded accurately. Is the award for the academic year, fall only or spring only. Then we check for overawards.**

Financial Aid Awarding

Our goal is to have all awards on all the students' award screens 20 days before the start of classes.

Why? Refunding takes place 10 days before the first day of classes. We do not want other aid to pay for the student's tuition or insurance if they have a waiver. If other aid pays for their tuition or insurance, it gives the student a smaller refund. Adjustments then have to be made and the student has to wait for their refund.

Continue Financial Aid Processing

Why do we want to put awards on the students' accounts before refunding takes place?

Students often take out all student loans they have been offered, which is usually both the Unsub loans and Graduate PLUS loans. These loans are usually awarded up to the Cost of Attendance (COA)

If the student did take out all the loans and a late Graduate waiver has been awarded it could create a bill for the student. We are not allowed to award a student over their COA. We then must reduce a student's loan which creates a bill for them that they have to pay out of their GA stipend.

Late Awards

- **Cost of Attendance (COA) – cannot be exceeded**
- **Manual adjustment of financial aid**
 - Must remain within cost of attendance.
 - Usually, a reduction of Unsub or Grad PLUS loan is needed.
- **Can create a balance**
 - If a loan is reduced to stay within COA, the student will have to pay back the amount reduced.
- **Other option could be a student budget appeal.**
 - More information can be found on the following website link:
<https://nau.edu/office-of-scholarships-and-financial-aid/budget-appeal/>

Vita Allison
Financial Aid Advisor, Sr.

Vita.Allison@nau.edu
928-523-9081

Student Facing Communications

The following slides include some of the PDFs sent to students who are awarded graduate assistantships and tuition waivers.



Welcome to your graduate assistantship!

The graduate college is honored to have you as a member of the GA community. Please know we are here to support you through your GA endeavors and are grateful for your dedication to NAU!

Your award is processing! In the meantime, this is what you need to know..

ENROLLMENT

- For your award to disburse you must be enrolled in at least 9 units.
- If you are not enrolled in 9 units, the graduate college must have your exception to 9 units form.
- 20 hour GAs who accepted health insurance must enroll by 9/09/2022

UNIVERSITY FEES

- All graduate assistants must pay their mandatory university fees by the deadline, 8/22/2022.
- If you do not pay this fee by the deadline, you will automatically be enrolled in a payment plan with a service fee off \$150.
- You have the option to self-enroll in a payment plan with a service fee of \$75.

DISBURSEMENT

- Fees and tuition are posted to your account 7/01/2022.
- Financial aid disburses 8/21/2022.
- Your award will remain outstanding until this day.
- Review your charges in your LOUIE Student Center by selecting the Financial Account Title.

COMMUNICATION

- As a graduate student, you are responsible for checking your NAU Email regularly.
- Due to FERPA privacy restrictions, this may be the only way NAU can communicate time-sensitive and important financial information.
- We highly recommend for all students to check their financial account statements on a monthly basis.

Important Deadlines

7/01 - Fees and tuition posted
7/25 - eBills issued: you will receive bills because your tuition remission and or health insurance does not disburse until 8/21
8/21 - Financial aid disburses: GA waivers and/or health insurance apply to accounts. No tuition is paid prior to this date.
8/22 - Fall tuition and university fees due: You are responsible for paying your university fees by this date.
8/23 - Students with unpaid tuition and fees are placed on payment plan
9/09 - Deadline to enroll in health insurance

Helpful Resources

[Enrollment FAQ](#)
[Exception to 9 Units Form](#)
[How to read your financial account](#)
[How to enroll in health insurance](#)
[Payment plan information](#)
[SDAS important dates and deadlines](#)

NAU NORTHERN ARIZONA
UNIVERSITY
Graduate College

HOW TO ENROLL IN HEALTH INSURANCE

As an All Year or Fall only
Graduate Assistant

STEP 1. SIGN INTO YOUR LOUIE ACCOUNT

Click Step 1! Be sure you are
on the student home page



STEP 2. SELECT 'DINING, HEALTH, AND HOUSING

On the left select
"Purchase Health Plan"



STEP 3. SELECT YOUR TERM AND HIT GO!

Select Major Medical
Insurance SEMESTER ONLY!



STEP 4. CHECK "I HAVE READ AND UNDERSTAND THE ABOVE" BOX

Submit!



REMINDERS:

- Graduate Assistant waivers pay for Major Medical Insurance one semester at a time.
- Charges will be added to your Louie Account. If you are eligible for coverage, a graduate waiver will be placed on your account to cover the cost of the health insurance premium
- [Click here for more information on Student Health Insurance Plan \(SHIP\)](#)

CONGRATULATIONS ON YOUR NAU TUITION WAIVER!

PLEASE REVIEW THE FOLLOWING INFORMATION AND RESOURCES REGARDING YOUR AWARD.

Important dates and deadlines

- 12/1** eBills issued: you will receive bills because your tuition remission does not disburse until 1/8.
- 1/8** Financial aid disburses: Tuition waivers apply to accounts. No tuition is paid prior to this date.
- 1/9** Fall tuition and university fees due: You are responsible for paying your university fees by this date.
- 1/10** Students with unpaid tuition and fees are placed on payment plan.

HELPFUL RESOURCES

ENROLLMENT FAQ

GRADUATE ASSISTANT AND TUITION WAIVER HANDBOOK

HOW TO READ YOUR FINANCIAL ACCOUNT

EXCEPTION TO 9 UNITS FORM

PAYMENT PLAN INFORMATION

SDAS IMPORTANT DATES AND DEADLINES

Enrollment

- For your award to disburse you must be enrolled in at least 9 units unless otherwise noted by your graduate coordinator.
- If you are not enrolled in 9 units, the Graduate College must have your exception to 9 units form.

University & Tuition Fees

- You are responsible for paying your mandatory university fees and unpaid tuition by the deadline, 1/09/2023.
- If you do not pay remaining tuition and mandatory fees by the deadline, you will automatically be enrolled in a payment plan with a service fee off \$150.
- You have the option to self-enroll in a payment plan with a service fee of \$75.

Your NAU Email

- As a graduate student, you are responsible for checking your NAU Email regularly.
- Due to FERPA privacy restrictions, this may be the only way NAU can communicate time-sensitive and important financial information.

Student Accounts

- Your best resource for checking tuition dues, university fee amounts, financial awards, and payments.
- You should check your student account at least once a month, especially as tuition, fees, and awards are gradually getting posted.

USING YOUR NAU EMAIL



What can you expect in your NAU email?

- Communications from all classes you are enrolled in, professors, and department administrators
- Financial communications
 - Due to FERPA restrictions, all financial communications **must** go through your NAU email.
- Essential resources
 - Graduate College bi-weekly newsletter
 - Scholarship opportunities
 - Job opportunities
 - Campus events, wellness & health resources, and safety alerts
 - Professional development opportunities
 - Flagstaff community events and resources



How to navigate your Gmail account

SETTING UP YOUR GMAIL

- Your Gmail is your letter-numerical ID
 - ex. abc123@nau.edu
- Click the "Step 1" heading above, navigate to "log into your NAU Google account"
- Enter your NAU Gmail and create a password.

GMAIL HOUSEKEEPING

How often should you be checking your Gmail?

- We recommend checking your NAU Gmail at least 2-3x a week.
- Check more frequently during periods where there might be important updates like: before the start of the semester, during testing weeks, and when there is extreme weather.
- Remember to take breaks from your email! Practicing email self-care is a skill we all need to develop to avoid burnout.

EASILY ACCESS YOUR GMAIL

So where does your Gmail live?

Places you can access your Gmail:

- From your desktop at gmail.com
- By using Google Chrome and syncing your Google account
- On your cellular device by logging into your Gmail through the mail app

UNDERSTANDING GOOGLE SUITE



Knowledge based articles

Are you ready to dive deeper into Google suite? Your account can be utilized for other educational needs beyond communication! Follow the link above to access articles that will help you understand how Google Suite can elevate your graduate career.

IT'S TIME TO TALK MONEY



SDAS

Student & Departmental Account Services is your one stop shop for all your financial account needs. Take a look at the following resources that might pertain to you!

[SDAS Quick Start Guide](#)

[SDAS FAQ](#)

[Important Payment Dates](#)

[Direct Deposit](#)

[Video: How to read your financial account](#)

[Your student account checklist for success](#)

UNIVERSITY FEES

These fees are used to enhance your experience at NAU. All students have university fees.

All graduate assistants are required to pay their mandatory university fees by the deadline.

How to calculate your fees?

Students can contact SDAS if they need to confirm the amount they're responsible for paying: 928-523-3122, sdas@nau.edu

What do these fees do?

[Enroll in a payment plan for your university fees.](#)

PAYROLL

All Graduate Assistants are paid a bi-weekly stipend. The following is what you need to know about your stipend:

- Your paycheck will arrive to your direct deposit account according to the [NAU HR Payroll Calendar](#) and the start date noted on your offer letter.
- Paychecks are not effected by university holidays.
- All year graduate assistants receive paychecks through breaks like winter and spring breaks.
- All stipend related questions should be relayed to Human Resources:

HR.Contact@nau.edu, (928) 523-2223

DISBURSEMENT

Waiting for your award to apply to your account can be stressful! Take a look at these dates to understand your award.

No tuition is paid prior to 8/21

8/21 - Financial aid disburses: GA waivers and/or SHIP waivers apply to accounts.

8/22 - Fall tuition and university fees due: You are responsible for paying your university fees and remaining tuition, for GA's receiving partial tuition remission, by this date.

8/23 - Students with unpaid tuition and fees are placed on payment plan.

9/09 - Deadline to enroll in health insurance.

Get involved, take care of yourself, and have fun!



We wanted to wrap up this summer's graduate assistant newsletter with some fun and helpful resources to get your semester started! Remember, reach out to gatw@nau.edu if you need any support. Best of luck this semester and Go Jacks!

IF YOU WERE UNABLE TO ATTEND FALL 2022 GRADUATE STUDENT ORIENTATION ACCESS THE VIDEO HERE

ON CAMPUS

[CLINE LIBRARY](#)

[CAMPUS RECREATION](#)

[CLUBS AND ORGANIZATIONS](#)

[CAMPUS HEALTH SERVICES](#)

[COUNSELING SERVICES](#)

[LOUIE'S CUPBORAD](#)

[OFFICE OF INCLUSION](#)

[TEACHING AND LEARNING CENTER](#)

IN THE COMMUNITY

[FLAGSTAFF COMMUNITY MARKET](#)

[HISTORIC DOWNTOWN FLAGSTAFF](#)

[NATIVE AMERICANS FOR COMMUNITY ACTION](#)

[PARKS, RECREATION, OPEN SPACE AND EVENTS](#)

[THE GUIDANCE CENTER](#)

[THE PANTRY](#)

STUDYING HOT SPOTS

[5 BEST STUDY SPOTS AT NAU](#)

[CAMPUS COFFEE BEAN](#)

[FIRECREEK COFFEE CO.](#)

[KICKSTAND KAFE](#)

[LATE FOR THE TRAIN](#)

[MACY'S COFFEE HOUSE](#)

[VAL'S COFFEE LOUNGE](#)

EXPLORING THE OUTDOORS

[ALL TRAILS: TRAIL GUIDES AND MAPS](#)

[OUTDOOR ADVENTURES @ NAU](#)

[NATIONAL PARK SERVICE: ARIZONA](#)

[ARIZONA SNOWBOWL](#)

[DOWNTOWN FLAGSTAFF: OUTDOOR AND RECREATION](#)

[OUTDOOR EDUCATION PROJECT](#)